

We Claim:

1. An emergency services network for providing emergency services, the emergency services network comprising:

5 a plurality of emergency services connected to a transport network;

a plurality of resources connected to the transport network, wherein one of the plurality of resources, responsive to receiving a retrieval key from a conforming emergency system, transmits the retrieval key to the transport network; and

10 an SNR system connected to the transport network, the SNR system receives the retrieval key over the transport network, identifies at least one of the emergency services that corresponds with the retrieval key, and initiates the transfer of the retrieval key to the identified emergency services.

2. The emergency services network of claim 1 wherein:

15 each identified emergency service receiving the retrieval key performs a service corresponding with the retrieval key.

3. The emergency services network of claim 2 wherein:

20 at least one emergency service transmits information corresponding with the retrieval key to the one resource, the SNR system, or the conforming emergency system responsive to receiving the retrieval key.

4. The emergency services network of claim 3 wherein the information comprises one of streaming video, streaming audio, graphics data, voice, text or binary data, or executable instructions or scripts.

5 5. The emergency services network of claim 2 wherein:

at least one emergency service initiates a notification service responsive to receiving the retrieval key.

10 6. The emergency services network of claim 1 wherein the SNR system determines if the identified emergency services are available.

7. The emergency services network of claim 1 wherein the SNR system initiates the transfer of the retrieval key to the identified emergency services by:

15 the SNR system transmitting a message to the one resource indicating the identified emergency services; and

the one resource receiving the message from the SNR system, and transmitting queries that include the retrieval key to the identified emergency services.

8. The emergency services network of claim 7 wherein:

at least one of the identified emergency services responds to the queries by transmitting information corresponding with the retrieval key to the one resource; and

the one resource receives the information corresponding with the retrieval key and
5 transmits the information to the conforming emergency system to facilitate the conforming emergency system in handling an emergency event.

9. The emergency services network of claim 7 wherein at least one of the identified emergency services responds to the queries by transmitting information corresponding with the retrieval key
10 to the conforming emergency system to facilitate the conforming emergency system in handling an emergency event.

10. The emergency services network of claim 7 wherein one of the identified emergency services initiates a notification service for notifying third parties of an emergency event
15 responsive to a query.

11. The emergency services network of claim 1 wherein the SNR system initiates the transfer of the retrieval key to the identified emergency services by:

the SNR system transmitting queries that include the retrieval key to the identified
20 emergency services.

12. The emergency services network of claim 11 wherein:

at least one of the identified emergency services responds to the queries by transmitting information corresponding with the retrieval key to the SNR system;

the SNR system receives the information corresponding with the retrieval key and
5 transmits the information to the one resource; and

the one resource receives the information corresponding with the retrieval key and transmits the information to the conforming emergency system to facilitate the conforming emergency system in handling an emergency event.

10 13. The emergency services network of claim 11 wherein one of the identified emergency services initiates a notification service for notifying third parties of the emergency event responsive to a query.

14. The emergency services network of claim 11 wherein at least one of the queries to one of the
15 identified emergency services includes an instruction to transmit information to the one resource.

15. The emergency services network of claim 14 wherein:

the one identified emergency service responds to the one query by transmitting information corresponding with the retrieval key to the one resource; and

20 the one resource receives the information corresponding with the retrieval key and transmits the information to the conforming emergency system to facilitate the conforming emergency system in handling an emergency event.

16. The emergency services network of claim 11 wherein at least one of the queries to one of the identified emergency services includes an instruction to transmit information to the conforming emergency system.

5 17. The emergency services network of claim 16 wherein:

the one identified emergency service responds to the one query by transmitting information corresponding with the retrieval key to the conforming emergency system.

18. The emergency services network of claim 1 wherein:

10 the SNR system receives connection data for a new emergency service to establish communications with the new emergency service.

19. The emergency services network of claim 18 wherein connection data includes a network address for the new emergency service.

15 20. The emergency services network of claim 18 wherein:

the SNR system receives a list of retrieval keys having a subscription in the new emergency service, and registers the list of retrieval keys in a database.

20 21. The emergency services network of claim 1 wherein the one resource comprises a response gateway.

22. The emergency services network of claim 1 wherein the conforming emergency system comprises a computer system in one of a Public Safety Answering Point (PSAP), a hospital, a police department, a fire station, a fire alarm company, a security company, an ambulance service, a state 9-1-1 coordinator, the Federal Emergency Management Agency (FEMA), the Department of Homeland Security, the National Geophysical Data Center, or the Center for Disease Control (CDC).

23. The emergency services network of claim 1 wherein the plurality of emergency services includes at least one of an ALI database, a Mobile Positioning Center (MPC), a Gateway Mobile Location Center (GMLC), an Emergency Auxiliary Service Provider (EASP), and a Voice over Internet Protocol (VoIP) server.

24. The emergency services network of claim 1 wherein the retrieval key comprises one of a telephone number, a network address, a Session Initiation Protocol (SIP) address, a trunk ID, a social security number, a street address, an employee ID, an email address, or an incident ID.

25. The emergency services network of claim 1 wherein the transport network comprises a packet network.

26. The emergency services network of claim 25 wherein the packet network comprises an Internet Protocol (IP) network.

27. The emergency services network of claim 1 wherein at least one of the emergency services receives update information pushed by the conforming emergency system.

28. A method of operating an emergency services network for providing emergency services,
5 the emergency services network comprising a plurality of resources, a plurality of emergency services, and an SNR system connected to a transport network, the method comprising the steps of:

receiving a retrieval key in one of the plurality of resources from a conforming emergency system (CES);

10 transmitting the retrieval key from the one resource to the transport network; and
receiving the retrieval key in the SNR system over the transport network, identifying at least one of the emergency services that corresponds with the retrieval key, and initiating the transfer of the retrieval key to the identified emergency services.

15 29. The method of claim 28 further comprising the step of:

performing a service corresponding with the retrieval key in each identified emergency service receiving the retrieval key.

30. The method of claim 29 further comprising the step of:

20 transmitting information corresponding with the retrieval key from at least one emergency service to the one resource, the SNR system, or the conforming emergency system responsive to receiving the retrieval key.

31. The method of claim 30 wherein the information comprises one of streaming video, streaming audio, graphics data, voice, text or binary data, or executable instructions or scripts..

32. The method of claim 29 further comprising the step of:

5 initiating a notification service responsive to receiving the retrieval key in at least one emergency service.

33. The method of claim 28 further comprising the step of:

 determining if the identified emergency services are available in the SNR system.

10 34. The method of claim 28 wherein the step of initiating the transfer of the retrieval key to the identified emergency services comprises:

 transmitting a message from the SNR system to the one resource indicating the identified emergency services; and

15 receiving the message in the one resource from the SNR system, and transmitting queries that include the retrieval key to the identified emergency services.

35. The method of claim 34 further comprising the steps of:

 responding to the queries in at least one of the identified emergency services by
20 transmitting information corresponding with the retrieval key to the one resource; and

 receiving the information corresponding with the retrieval key in the one resource and transmitting the information to the conforming emergency system to facilitate the conforming emergency system in handling an emergency event.

36. The method of claim 34 further comprising the step of:

responding to the queries in at least one of the identified emergency services by
transmitting information corresponding with the retrieval key to the conforming emergency
5 system to facilitate the conforming emergency system in handling an emergency event.

37. The method of claim 34 further comprising the step of:

initiating a notification service in one of the identified emergency services for notifying
third parties of an emergency event responsive to a query.

38. The method of claim 28 wherein the step of initiating the transfer of the retrieval key to the
identified emergency services comprises:

transmitting queries that include the retrieval key from the SNR system to the identified
emergency services.

39. The method of claim 38 further comprising the steps of:

responding to the queries in at least one of the identified emergency services by
transmitting information corresponding with the retrieval key to the SNR system;

receiving the information corresponding with the retrieval key in the SNR system and
20 transmitting the information to the one resource; and

receiving the information corresponding with the retrieval key in the one resource and
transmitting the information to the conforming emergency system to facilitate the conforming
emergency system in handling an emergency event.

40. The method of claim 38 further comprising the step of:

initiating a notification service in one of the identified emergency services for notifying third parties of the emergency event responsive to a query.

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41. The method of claim 38 wherein at least one of the queries to one of the identified emergency services includes an instruction to transmit information to the one resource.

42. The method of claim 41 further comprising the steps of:

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responding to the one query in the one identified emergency service by transmitting information corresponding with the retrieval key to the one resource; and

receiving the information corresponding with the retrieval key in the one resource and transmitting the information to the conforming emergency system to facilitate the conforming emergency system in handling an emergency event.

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43. The method of claim 38 wherein at least one of the queries to one of the identified emergency services includes an instruction to transmit information to the conforming emergency system.

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44. The method of claim 43 further comprising the step of:

responding to the one query in the one identified emergency service by transmitting information corresponding with the retrieval key to the conforming emergency system.

45. The method of claim 28 further comprising the step of:

receiving connection data for a new emergency service in the SNR system to establish communications with the new emergency service.

5 46. The method of claim 45 wherein connection data includes a network address for the new emergency service.

47. The method of claim 45 further comprising the steps of:

10 receiving a list of retrieval keys having a subscription in the new emergency service; and
registering the list of retrieval keys in a database.

48. The method of claim 28 wherein the one resource comprises a response gateway.

15 49. The method of claim 28 wherein the conforming emergency system comprises a computer system in one of a Public Safety Answering Point (PSAP), a hospital, a police department, a fire station, a fire alarm company, a security company, an ambulance service, a state 9-1-1 coordinator, the Federal Emergency Management Agency (FEMA), the Department of Homeland Security, the National Geophysical Data Center, or the Center for Disease Control (CDC).

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50. The method of claim 28 wherein the plurality of emergency services includes at least one of an ALI database, a Mobile Positioning Center (MPC), a Gateway Mobile Location Center (GMLC), an Emergency Auxiliary Service Provider (EASP), and a Voice over Internet Protocol (VoIP) server.

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51. The method of claim 28 wherein the retrieval key comprises one of a telephone number, a network address, a Session Initiation Protocol (SIP) address, a trunk ID, a social security number, a street address, an employee ID, an email address, or an incident ID.

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52. The method of claim 28 wherein the transport network comprises a packet network.

53. The method of claim 52 wherein the packet network comprises an Internet Protocol (IP) network.

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54. The method of claim 28 further comprising the step of:

receiving update information in at least one of the emergency services pushed by the conforming emergency system.

55. An SNR system for an emergency services network, the SNR system comprising:

a database comprising a directory correlating retrieval keys to emergency services in the emergency services network; and

a processing system connected to the database, the processing system, responsive to receiving a retrieval key, accesses the database to identify at least one of a plurality of emergency services in the emergency services network that corresponds with the retrieval key, and initiates the transfer of the retrieval key to the identified emergency services.

56. The SNR system of claim 55 wherein:

the processing system accesses the database to determine if the identified emergency services are available.

57. The SNR system of claim 55 wherein the processing system initiates the transfer of the retrieval key to the identified emergency services by:

the processing system transmitting a message to a resource of the emergency services network indicating the identified emergency services.

58. The SNR system of claim 55 wherein the processing system initiates the transfer of the retrieval key to the identified emergency services by transmitting queries that include the retrieval key to the identified emergency services.

59. The SNR system of claim 58 wherein:

the processing system receives the information from at least one of the identified emergency services, and transmits the information to a resource of the emergency services network.

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60. The SNR system of claim 58 wherein:

the processing system receives the information from at least one of the identified emergency services, and transmits the information to a conforming emergency system connected to the emergency services network.

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61. The SNR system of claim 58 wherein at least one of the queries includes an instruction to transmit the information to a resource of the emergency services network.

62. The SNR system of claim 58 wherein at least one of the queries includes an instruction to transmit the information to a conforming emergency system connected to the emergency services network.

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63. The SNR system of claim 55 wherein:

the processing system receives connection data for a new emergency service to establish communications with the new emergency service.

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64. The SNR system of claim 63 wherein connection data includes a network address for the new emergency service.

65. The SNR system of claim 63 wherein:

the processing system receives a list of retrieval keys having a subscription in the new emergency service, and registers the list of retrieval keys in the database.

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66. The SNR system of claim 55 wherein the plurality of emergency services includes at least one of an ALI database, a Mobile Positioning Center (MPC), a Gateway Mobile Location Center (GMLC), an Emergency Auxiliary Service Provider (EASP), and a Voice over Internet Protocol (VoIP) server.

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67. The SNR system of claim 55 wherein the retrieval key comprises one of a telephone number, a network address, a Session Initiation Protocol (SIP) address, a trunk ID, a social security number, a street address, an employee ID, an email address, or an incident ID.

68. A method of operating an SNR system for an emergency services network, the SNR system comprising a database having a directory that correlates retrieval keys to emergency services in the emergency services network, the method comprising the steps of:

receiving a retrieval key;

5 accessing the database to identify at least one of a plurality of emergency services in the emergency services network that corresponds with the retrieval key; and

initiating the transfer of the retrieval key to the identified emergency services.

69. The method of claim 68 further comprising the step of:

10 accessing the database to determine if the identified emergency services are available.

70. The method of claim 68 wherein the step of initiating the transfer of the retrieval key to the identified emergency services comprises:

15 transmitting a message to a resource of the emergency services network indicating the identified emergency services.

71. The method of claim 68 wherein the step of initiating the transfer of the retrieval key to the identified emergency services comprises:

20 transmitting queries that include the retrieval key to the identified emergency services.

72. The method of claim 71 further comprising the step of:

receiving the information from at least one of the identified emergency services, and
transmitting the information to a resource of the emergency services network.

73. The method of claim 71 further comprising the step of:

receiving the information from at least one of the identified emergency services, and
transmitting the information to a conforming emergency system connected to the emergency
5 services network.

74. The method of claim 71 wherein at least one of the queries includes an instruction to
transmit the information to a resource of the emergency services network.

10 75. The method of claim 71 wherein at least one of the queries includes an instruction to
transmit the information to a conforming emergency system connected to the emergency services
network.

76. The method of claim 68 further comprising the step of:

15 receiving connection data for a new emergency service to establish communications with
the new emergency service.

77. The method of claim 76 wherein connection data includes a network address for the new
emergency service.

20 78. The method of claim 76 further comprising the step of:

receiving a list of retrieval keys having a subscription in the new emergency service; and
registering the list of retrieval keys in the database.

79. The method of claim 68 wherein the plurality of emergency services includes at least one of an ALI database, a Mobile Positioning Center (MPC), a Gateway Mobile Location Center (GMLC), an Emergency Auxiliary Service Provider (EASP), and a Voice over Internet Protocol (VoIP) server.

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80. The method of claim 68 wherein the retrieval key comprises one of a telephone number, a network address, a Session Initiation Protocol (SIP) address, a trunk ID, a social security number, a street address, an employee ID, an email address, or an incident ID.